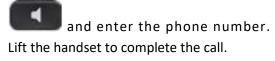
Cisco IP Phone 7811

Calling Options

To place a call, pick up the handset and enter a number, or try one of these alternatives.

Dial On-Hook

- 1. Enter a number when the phone is idle and press *Call*.
- 2. Or, press New Call or Speakerphone



Redial Last Number

Press *Redial* to redial the last number.

Directories

- 1. Press Contacts
- 2. Scroll and select a directory.
- 3. Use your keypad to input search criteria.
- 4. Press Submit.
- 5. To dial, scroll to a listing and press *Dial*.

View Call History

To view missed, placed and received calls:

- 1. Press *Applications*
- 2. Scroll and select *Recents*.
- 3. Select a line to view. Your phone displays placed and received calls.
- 4. To view details for a call, scroll to the call, press *More*, and then press *Details*.

View Missed Calls Only

- 1. Open your call history.
- 2. Press Missed.

Dial from Call History

- 1. View your call history, or navigate to your missed or placed calls.
- 2. Scroll to a listing and lift the handset, or press *Call*.
- 3. To edit a number before dialing, press *More* > *EditDial*.

Answer a Call

New calls display a flashing red indicator on the handset and plays a new call tone.

To answer the call, lift the handset. Or, press *Answer*, or the *Speakerphone* button.

Use Hold and Resume

When a call is on Hold, the person at the other end hears hold music.

- 1. Press *Hold* . The hold icon appears and the line button flashes green.
- 2. To resume a call from hold, press the flashing green *Line* button, *Resume*, or *Hold*.

Use Mute

- 1. While on a call, press *Mute* button glows to indicate that mute is on.
- 2. Press *Mute* again to turn mute off.

Transfer a Call

- 1. From an active call, press the *Transfer*
 - button, or the Transfer softkey.
- 2. Enter the transfer recipient's extension or telephone number.
- 3. Press Transfer again either before or after the party answers to complete the transfer.

Forward Calls

- 1. To forward calls on your primary line to another number, press the *Fwd All* softkey.
- Enter a phone number or press the Messages button to forward all calls to your voicemail.

To turn off forwarding, press the *Fwd Off* softkey.

Create a Conference Call

1. From an active call, press *Conference*



- 2. Make a new call.
- 3. Press *Conference* again either before or after the party answers.
- 4. Repeat these steps to add additional participants.

The conference call ends when all participants hang up.

Navigating the Phone

Softkeys

Softkeys are feature buttons that dynamically change to reflect current options. Four softkey buttons are located below the phone screen. The More softkey reveals additional softkeys.









Scrolling

To scroll through a menu or list, press up, down, left or right on the four-way *Navigation* cluster.



A scroll bar on the screen indicates your relative position within a list.

Manage Voicemail

A new voicemail message is indicated by:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- "New Voicemail" message on your phone display

Press the *Messages* button and follow the voice prompts to listen to messages. To check messages for a specific line, press the line button first.

Press the *Divert* softkey when a call is ringing, active, or on hold to send it directly to voicemail.

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